



دانشگاه علوم پزشکی

و خدمات بهداشتی درمانی کرمان

دانشکده پرستاری و مامایی رازی

پایان نامه کارشناسی ارشد رشته مراقبت های ویژه نوزادان

عنوان

بررسی تاثیر یادآور الکترونیک بر مراقبت فراموش شده در پرستاران شاغل در بخش مراقبت

های ویژه نوزادان بیمارستان افضل پور وابسته به دانشگاه علوم پزشکی کرمان در سال ۱۳۹۸

توسط

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خانم منصوره عزیززاده فروزی، دکتر بآتريس کالیش

سال تحصیلی (مهر ۱۳۹۹)

شماره پایان نامه: (...)



**KERMAN UNIVERSITY  
OF MEDICAL SCIENCES**

**Razi Faculty of Nursing and Midwifery**

**In Partial Fulfillment of the Requirments for the Degree (Ph.D.)**

**Title**

**The effect of electronical reminder on the missed care of nurses working in  
neonatal intensive care unit of Afzalipour Hospital affiliated to Kerman University  
of Medical Sciences in 2019**

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**Thesis No : (...)**

**Date : (September 2020)**

## چکیده

**مقدمه و اهداف:** پرستاران در بخش های مختلف دارای شرح وظایف متعددی هستند و اصلی ترین وظیفه پرستار مراقبت است که در جهت حفاظت، ارتقا و بهینه سازی سلامت، پیشگیری از بیماری ها، جراحیات، کاهش درد و رنج بیماران، حمایت و رفع نیازهای بیمار و خانواده صورت میگیرد. مراقبت های پرستاری فراموش شده مفهومی جدید است که اشاره به مراقبت هایی دارد که در طول یک شیفت کاری، به دلایلی ممکن است انجام قسمتی یا همه آن فراموش شده و یا به صورت تاخیری انجام شود. این مطالعه با هدف تعیین تاثیر یادآور الکترونیک بر مراقبت فراموش شده در پرستاران شاغل در بخش مراقبت های ویژه نوزادان بیمارستان افضلی پور در سال ۱۳۹۸ انجام شد.

**روش کار:** در این مطالعه مداخله ای، دو گروهی قبل و بعد، کلیه پرستاران شاغل در بخش های مراقبت ویژه نوزادان ( هر گروه ۳۵ نفر) شرکت کردند. ابزار گرد آوری داده ها پرسشنامه مراقبت های فراموش شده مختص بخش مراقبت های ویژه نوزادان بود، که قبل، بعد، یک ماه بعد از مداخله توسط شرکت کنندگان تکمیل شد. تجزیه و تحلیل داده ها با استفاده از نرم افزار SPSS<sub>20</sub>، آمار توصیفی (فراوانی، درصد، میانگین، انحراف معیار) و تحلیلی (آزمون های دقیق فیشر، کای اسکور، تی مستقل، تی زوجی، آنالیز کوواریانس و آنالیز واریانس اندازه گیری های مکرر) صورت گرفت، و سطح معنی داری ۰/۰۵ در نظر گرفته شد.

**یافته ها:** نتایج نشان داد که میانگین نمره مراقبت فراموش شده بلافاصله بعد از مداخله در گروه مداخله ( $6/74 \pm 4/47$ ) نسبت به گروه کنترل ( $18/57 \pm 14/59$ ) بود که بطور معنی داری کمتر شده بود ( $P < 0/001$ ). بیشترین میانگین نمره مراقبت فراموش شده قبل و بعد از مداخله در بعد مراقبت های عمومی و کمترین آن در بعد اکسیژن درمانی بود. آنالیز یافته های مداخله ای که یک ماه بعد از مداخله جمع آوری شد، میانگین نمرات مراقبت فراموش شده را در گروه کنترل ( $18/57 \pm 14/59$ ) و در گروه مداخله ( $9/05 \pm 10/09$ ) نشان داد که روند کاهشی را در مراقبت های فراموش شده نشان می دهد.

**نتیجه گیری:** یافته های مطالعه نشان داد که ارسال یادآور الکترونیک بلافاصله بعد از مداخله بر کاهش مراقبت های فراموش شده تاثیر معنی داری داشته است، تاثیرات این روش تا یک ماه بعد از اتمام مداخله باقی بود هرچند نتایج روند کاهشی در مراقبت های فراموش شده یک ماه پس از اتمام مداخله را نشان نداده است، بنابراین استفاده از روش یادآور الکترونیک بعنوان روشی آسان، کم هزینه و در دسترس می تواند ایمنی بیمار و افزایش کیفیت مراقبت ها را افزایش دهد.

**کلمات کلیدی:** یادآور الکترونیک، مراقبت های پرستاری فراموش شده، مراقبت های ویژه نوزادان، پرستار

**The effect of electronic reminder on the missed care of nurses working in neonatal intensive care unit of Afzalipour Hospital affiliated to Kerman University of Medical Sciences in 2019**

**Abstract**

**Background and objectives :** Nurses have various duties in different units and taking care of patients is the main duty of them which is done to protect, promotion, health optimization, prevention of illness and injury, deduction of pain from ill people and obviating of ill needs and their family. In order to perform taking care, it is possible to forget something or not doing a duty. Missed care is a new concept that refers to some care which is missed to do in a shift or which is done late for some reasons. This study will be done with the purpose of determining the impact of electronic reminder on missed care in nurses who are working in neonatal intensive care units in Afzalipour hospital in 2019.

**Methods :** This study is a two groups (before and after) quasi experimental study. A random sampling technique was employed to collect a sample of 70 nurses (35 in each group) among two NICUs in an educational hospital (Afzalipour). Miss care questionnaire was used to determine Missed care before, immediate, and one month after the intervention. The study intervention includes sending electronic reminders by (WhatsApp) application regarding nursing care of NICU hospitalized neonate. Data were analyzed using SPSS<sub>20</sub> software, descriptive (frequency, percentage, mean, and standard deviation), and analytical statistics. The level of significance was considered as 0.05.

**Results :** Finding of study showed that the mean score of missed care was decreased after intervention in the intervention group ( $6.74 \pm 8.47$ ) rather than the control group ( $18.57 \pm 14.59$ ) ( $P=0.001$ ). The highest and the lowest mean score of missed care before and after the intervention

was in general care and oxygen therapy domains in both groups. The findings of the intervention that was performed one month after the intervention were in the control group ( $18.57 \pm 14.59$ ) and in the intervention group ( $9.05 \pm 10.09$ ), which showed a decreasing in missed care was shown in both groups.

**Conclusion :** the research results show that the use of technical reminders is an effective way to reduce missed care in intensive care units. Therefore, health information technologies such as WhatsApp are a simple, low-cost and usable method that can use to reduce this issue."

**Keywords :** Electronic reminder, Missed nursing care, Neonatal Intensive Care , Nurse.

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بسمه تعالی

صور تجلسه دفاع از پایان نامه

تاریخ ۱۳۹۹/۱۰/۰۹

شماره ۹۹/۱۷۴/۱۰/۰۹

پیوست.....

دانشگاه علوم پزشکی کرمان

تحصیلات تکمیلی دانشگاه

جلسه دفاعیه پایان نامه خانم فرشته بهرامی دانشجوی کارشناسی ارشد پرستاری مراقبت های ویژه نوزادان ورودی ۹۷ (پردیس خودگردان) تحت عنوان " بررسی تاثیر یادآور الکترونیک بر مراقبت فراموش شده در پرستاران شاغل در بخش مراقبت های ویژه نوزادان بیمارستان الفضلی پور وابسته به دانشگاه علوم پزشکی کرمان در سال ۱۳۹۸" به راهنمایی دکتر بهناز باقریان و دکتر منیرالسادات نعمت الهی و در ساعت ۱۰ روز سه شنبه مورخ ۱۳۹۹/۱۰/۰۹ با حضور اعضای محترم هیات داوران متشکل از:

سمت	نام و نام خانوادگی	امضا
الف : اساتید راهنما	دکتر بهناز باقریان دکتر منیرالسادات نعمت الهی	 
ب : اساتید مشاور	خانم منصوره عزیززاده فروزی DR Beatrice J. Kalisch	
ج : عضو هیات داوران (داخلی)	دکتر رقیه مهدی پور	
د : عضو هیات داوران (خارجی)	دکتر زهرا ایمانی	
ه : نماینده تحصیلات تکمیلی	دکتر صدیقه خدابنده	

تشکیل گردید و ضمن ارزیابی به شرح پیوست با درجه عالی و نمره ۱۸/۱۱ مورد تأیید قرار گرفت.

دکتر فیروزه میرزایی رابر

مهر و امضاء معاون آموزشی دانشکده

